



DEPARTMENT OF PUBLIC SOCIAL SERVICES

WELFARE FRAUD PREVENTION & INVESTIGATIONS SECTION

Number:
03-23

Date:
October 16, 2003

ADMINISTRATIVE MEMORANDUM

SUBJECT: E-MAIL INSTRUCTIONS - LEADER OUTLOOK

REFERENCE: None

CANCELS:

FILE IN: WFP&I Handbook

SPECIAL ATTENTION: [X] All WFP&I Staff

PURPOSE

This Administrative Memorandum releases procedures for using Outlook. Outlook is an E-Mail system available on LEADER terminals for use by all WFP&I staff.

POLICY/PROCEDURES

Outlook can be used to send E-Mail within the District Office for staff with local access. Staff with global access may send messages anywhere within the LEADER network. Outlook does not interface or exchange E-Mail with Lotus Notes. In addition, Outlook has other desktop tools such as a personal calendar and reminder systems that may be useful for WFP&I staff.

A personal post office box must be setup before staff can use Outlook. Outlook may only be used on a workstation that has been set up with the user's personal post office box. Outlook uses your personal LEADER ID to identify your personal post office box. However, users may set up a personal post office box on multiple workstations. This may be useful for Early Fraud Supervisors assigned to more than one district. Instructions for establishing a personal post office box are attached.

All WFP&I staff need to remember that E-Mail is **not** private and messages sent on Outlook must be related to County business. Please direct questions regarding this memo to your immediate supervisor.

A handwritten signature in blue ink, appearing to read "Luther Evans", is written over a horizontal line.

Luther Evans, Director
Welfare Fraud Prevention & Investigations Section

LE:MH:mh

Attachment

c: Deputy Directors
Chief Clerk

E-mail Overview

The E-Mail system that is included with LEADER is called "Outlook" and is a Microsoft product. E-Mail under LEADER operates in two modes, you either will have "Local" access or "Global" access.

Local access users are limited to sending E-Mail within their own post office (District, Office or building). Global users have the additional capability of using any post office, and therefore can send E-Mail anywhere within the LEADER network. The E-Mail within LEADER does not interface or exchange E-Mail with Lotus Notes.

E-Mails will be limited to a size of 20,000 bytes for most users. This would be approximately 8 to 10 pages of typed text. Graphic files are much larger and would not usually be under the 20,000 byte limit. Word Processing files can be attached to E-Mail as long as the total size is under the limit. Large quantities of larger E-Mails would effect response time of the LEADER application. On an exception basis the E-Mail size limit can be increased.

In addition to E-Mail, "Outlook" has other desktop tools such as a personal calendar system, an electronic rolodex, and several types of reminder systems. Instructions for using these additional tools is beyond the scope of this document.

Outlook comes with an extensive On-line Help system. All functions of Outlook can be learned by using the On-line Help system. The On-line Help uses an 'Assistant' which allows you to ask questions and it will then present for your selection, Help areas or instructions closest to what you requested.

You can customize the appearance of "Outlook" on your workstation by selecting the "View" menu and choosing the options you want.

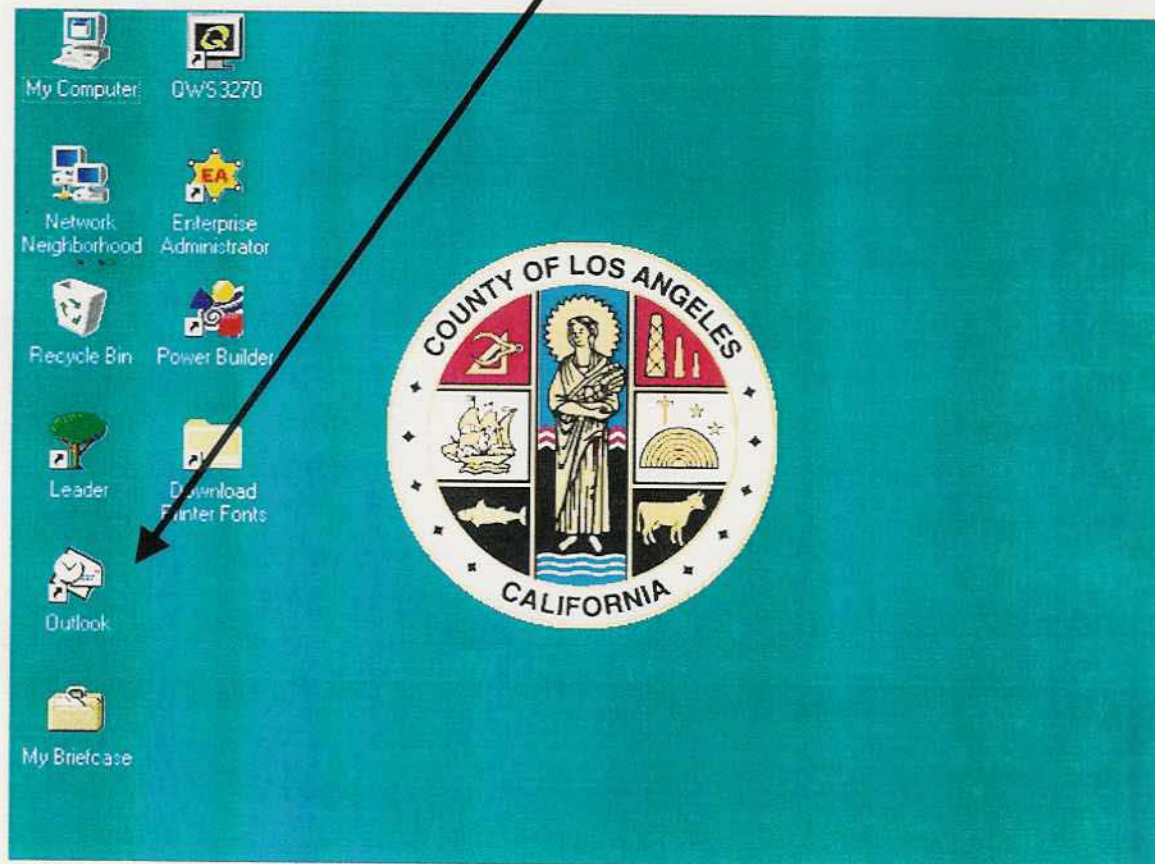
E-Mail is centrally setup for all users when LEADER is installed. However, before a User can access the E-Mail system a personal post office box must be setup. You can only send and receive E-Mail on a workstation that has your personal post office box. You can setup personal post office boxes on multiple workstations, and workstations can have multiple personal post office boxes. "Outlook" knows which box to activate based on your personal LEADER ID. Instructions for setting up a personal post office box are included in this document.

The most important point to understand regarding E-Mail is that E-Mail is NOT private. Keep E-Mail on a professional level in carrying out County business

Starting E-mail

E-Mail is included in your startup routine by default so it should be operational when you Logon to the system. You can confirm that E-Mail is running by looking on the "Start" taskbar at the bottom of the screen. If there is a task called "Outlook" then E-Mail is running. By clicking on Outlook on the task bar you will bring E-Mail to the front screen (even if you are running another application such as LEADER).

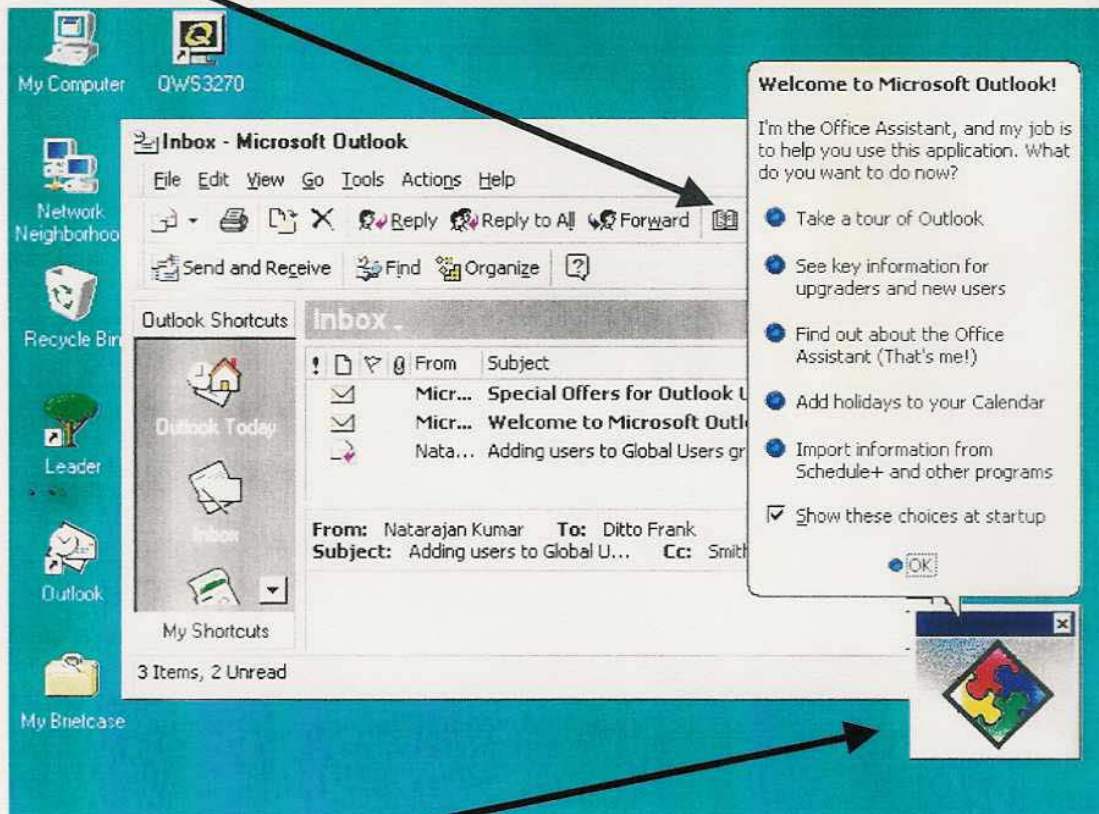
If E-Mail is not running as described above then double click on the "Outlook" icon on the desktop and it will startup.



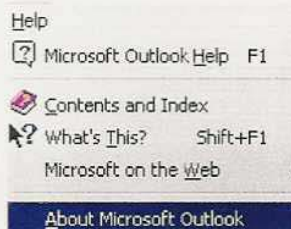
If E-Mail is on the front screen, clicking on the – in the upper right corner will reduce the screen to a task on the "Start" taskbar at the bottom of the screen.

Getting Help

Outlook comes with an extensive On-line Help system. Click on the 'Assistant' to get Help. You are strongly encouraged to take the "Tour of Outlook" to get a good overview of the entire system.

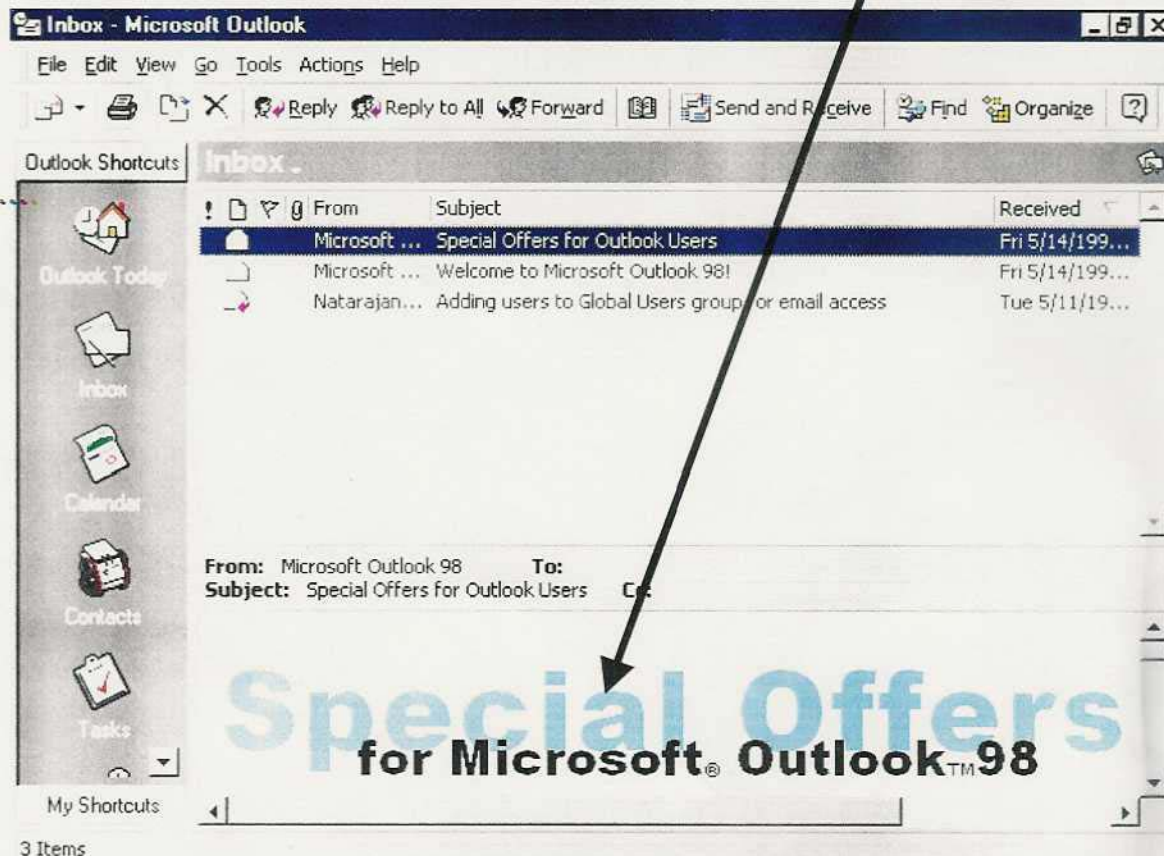


If the 'Assistant' is not on the screen it can be selected from the "Help" menu or by pressing the F1 key.



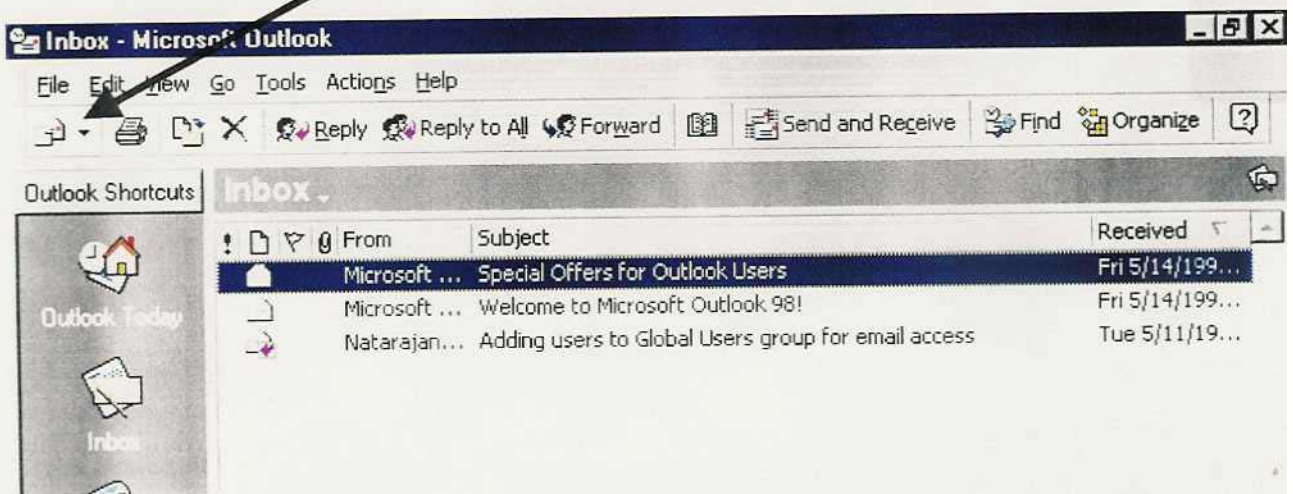
Reading E-Mail

1. Click on the E-Mail you wish to read.
2. Read the text in the text box.
3. Determine what action you want to take:
 - a. Delete see **Delete E-Mail**
 - b. Reply or Forward see **Reply or Forward E-Mail**
 - c. Send New E-Mail see **Send New E-Mail**
 - d. Or any combination of above



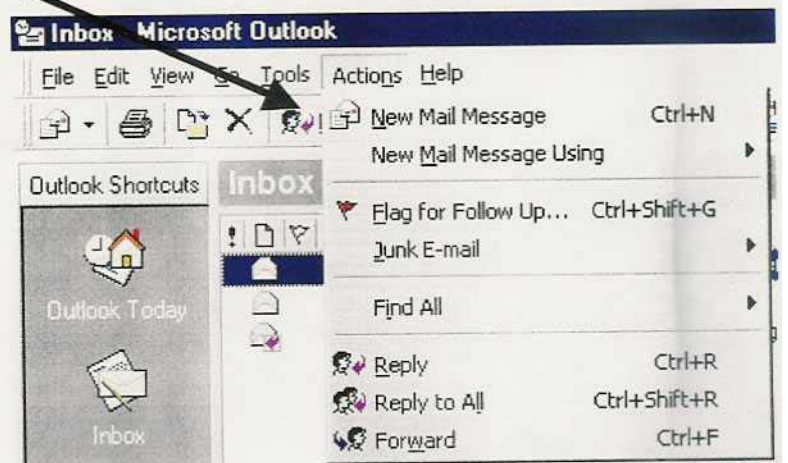
Sending New E-Mail Message

1. Select New Mail Message on the tool bar.

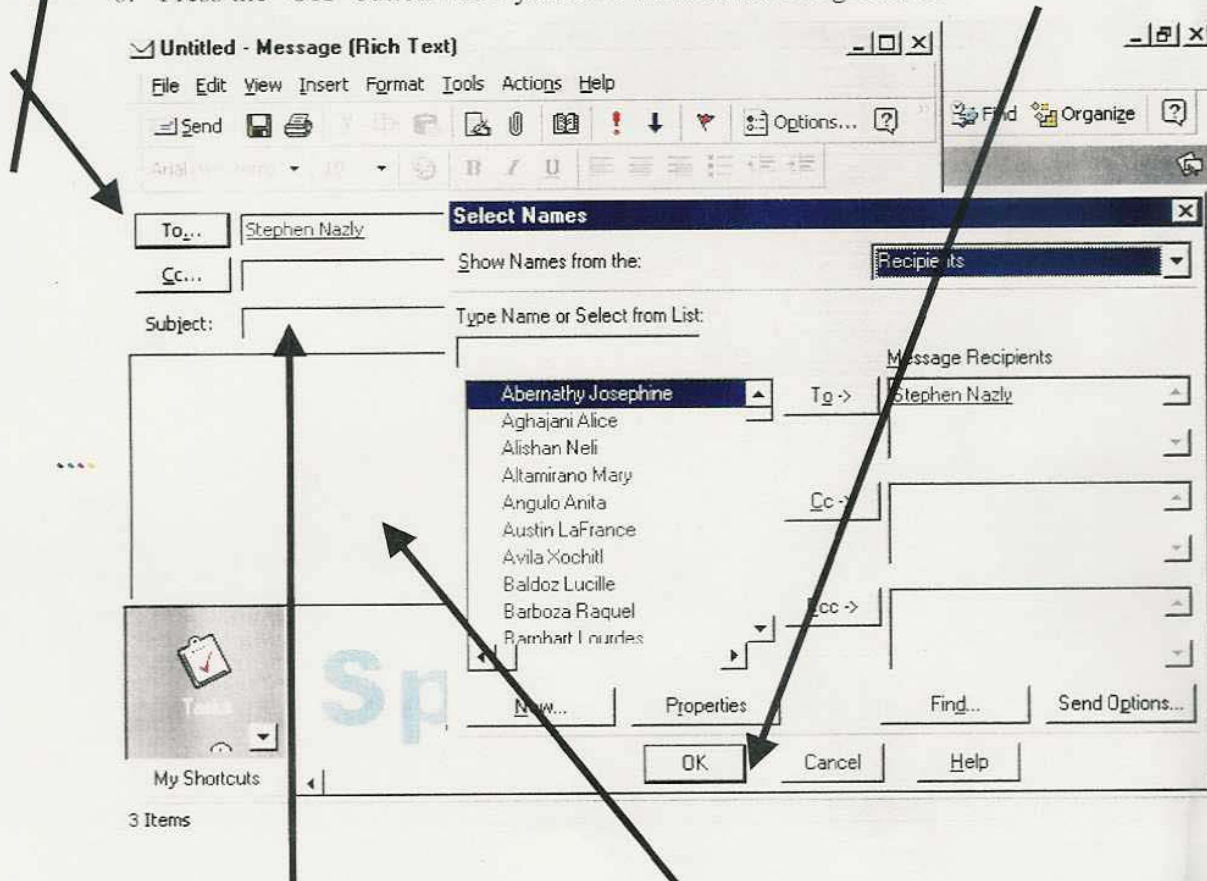


Another method is to:

1. Click on the Actions Menu.
2. Click on the "New Mail Message" selection.



3. Click on the "To..." button.
4. Click on the name in the "Select Names" list, the name will be placed in the To box.
5. Select all the users who are to receive this E-mail in the same manner. If you make a mistake in selecting a name, highlight it and press the keyboard's "Delete" key.
6. Press the "OK" button when you have finished selecting names.



7. Type a subject in the "Subject:" box.
8. Click in the text area (or press Tab) and type your message in the box.
9. Click on the "Send" button on the tool bar to send the E-Mail.

Note: The E-Mail can be cancelled at any time before it is 'Sent' by clicking on the X button in the upper right hand corner of the E-Mail composition window. Caution, sent E-Mails cannot be, deleted, recalled, stopped or cancelled.

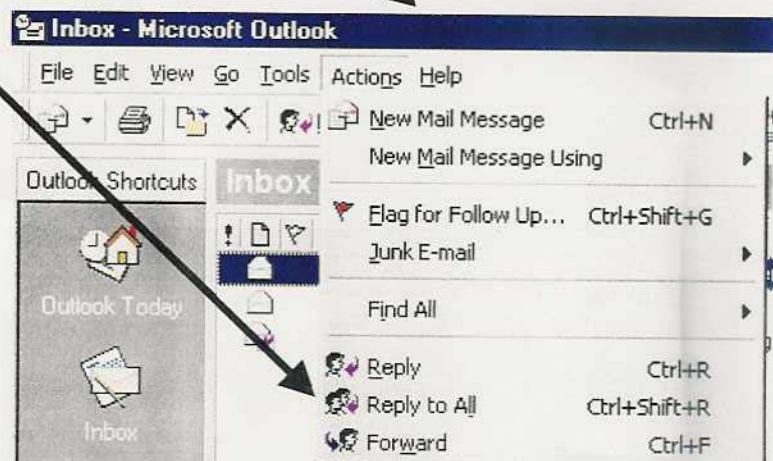
Reply or Forwarding E-Mail

1. Select Reply or Forward button on the tool bar.



Another method is to:

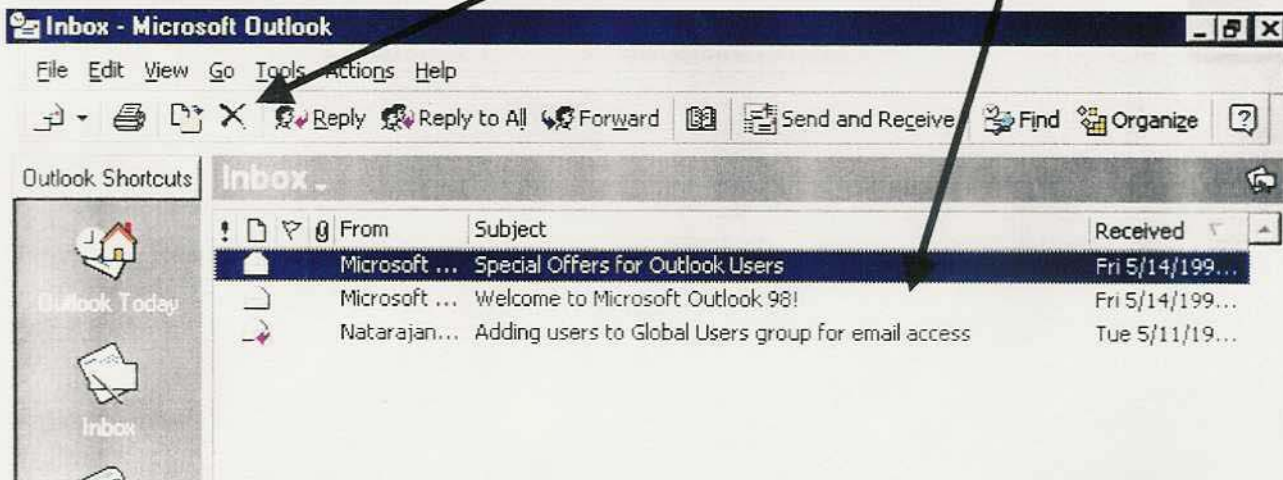
1. Click on the Actions Menu.
2. Click on the "Reply" or "Forward" selection. Forward will require you to select whom to forward the E-Mail to



3. Type your message in the text area.
4. Click on the "Send" button.

Delete E-Mail

1. Highlight the E-Mail that you wish to delete in the Inbox by clicking on the item.
2. Click on the X on the tool bar.



Another way to access the "Delete" function after selecting the E-mail in the Inbox.

1. Click on the Edit menu.
2. Click on the "X Delete" menu selection.

